

FY 2015 Course Catalog Special Interest Series

These two-hour introductory courses are available to all city employees. These classes are designed to offer the participant a general introduction, covering a few objectives.

Active Listening - Good listening skills are essential for every aspect of life. Learning how to maximize your listening can help you get better feedback, communicate more accurately, and solve more problems. Participants will understand the barriers to effective listening, learn how to be a better listener, and become familiar with specific active listening techniques.

A+ Attitude - Start your Day with your A+ Attitude!!!

Quality results and success start from a positive attitude. This course will help participants to learn various techniques to develop and maintain a positive attitude. This course may also assist individuals to enhance their productivity, quality, working relationship, and customer service skills. This course is great for career minded employees who want to maintain their fortitude to excel, which may lead them to their personal and career success.

Assertive Communication - This 2 hour course positions assertiveness as a key tool for effective communication. Discussion explores the benefits and challenges of being assertive and identifies the traits and skills of assertive communicators. Participants will receive specific tips on how to increase their confidence and ability in expressing themselves directly and respectfully.

Assumption and Perception - Assumptions are made based on your beliefs and Perceptions stem from your influences, such as the people you associate with. These two things affect individual values and principles. It can also affect your relationship with people on a daily basis. This training will assist participants to minimize any misunderstanding or barriers that may occur due to these issues and further assist them to enhance their interpersonal relationships.

Balance - This course reviews ways for individuals to create a sense of balance in their life and reduce stress. Discussion reviews the danger of imbalance, the importance of defining priorities, the power of choice, and the benefit of protecting boundaries. Participants will be given an opportunity to assess the level of control they feel in their own life and identify specific strategies they can employ to increase their sense of satisfaction.

Budget your Pay - Personal financial matters can be stressful and may impact employee's job performance. This course is designed to help employees to better manage their personal finances and adapt to change in our economy. Discussion addresses common mistakes that people make in budgeting. It will also allow employees to identify effective strategies in their financial management. Participants will review specific planning and action steps to achieve their personal financial goals.

Change Management/Coping with Change - This course is designed to help employees better understand the need for and productively adapt to change in the workplace. Discussion addresses common reactions to change, identifies the employee's role in the change process, and presents basic strategies for becoming more change resilient.

Compassion Fatigue - This course is designed for individuals in a professional care giving role. Discussion defines compassion fatigue, differentiates it from feelings of stress and burnout, and identifies how it impacts one's ability to serve others. Participants will learn the symptoms of and vulnerability to empathetic strain and

reflect upon challenges regularly experienced with acknowledging this type of fatigue. Practical coping strategies, preventive measures, and available resources will be identified.

Competing Demands - This course reviews ways for individuals to effectively address situation in which they feel overwhelmed by multiple demands and pressures. Discussion addresses the importance of clarifying expectations, defining priorities, and setting realistic boundaries. Participants will be given an opportunity to identify their common problem areas and will consider specific strategies they can employ to increase their level of effectiveness and productivity.

Conflict Resolution - This course addresses the need to confront and diffuse discord that can disrupt the work environment, interfere with productivity, and negatively impact employee morale. Discussion considers common causes of conflict and examines various conflict resolution styles. Participants will reflect on ways their actions can positively influence challenging interactions and learn how to turn conflict into a powerful tool for change and collaboration in the workplace.

Decision Making - This course provides basic tools and techniques that support effective decision making. Discussion helps leaders assess situations, analyze problems, and develop winning strategies for operational success. Participants will recognize the importance of objectivity, appreciate the impact of timely and consistent decision making when leading others, and learn how to reduce risk by logical examination of alternatives.

Delegation - This 2-hour Special Interest course will help participants understand the value of delegating, the importance of giving and getting feedback, and the process of delegating effectively.

Difficult Behaviors - This course addresses difficult behavior that is sometimes displayed by customers and colleagues. Discussion helps participants to maintain objectivity, to uncover unmet needs and expectations that may be driving the undesirable behavior, and to transition the interaction to a more productive exchange. Participants will learn strategies to respond to specific types of difficulty.

Diversity Management - Diversity Management focus on practice of addressing and supporting multiple lifestyles and personal characteristics within an organization. Management is challenged with training the group and providing support for the acceptance of and respect their team members with various backgrounds. Diversity management is the key to growth and imperative in today's dynamic society.

Effective Meetings – Do you feel like you're constantly in meetings that drag on and on? Do you feel drained after a meeting instead of energized or excited about your work? Do you feel that these meetings are counterproductive? Do you think your meetings should be more effective or efficient? Are you concerned that you may be tasked with coordinating the next meeting? If you answered "Yes" to any of these questions, this training may be beneficial to you and your team. This training will cover valuable information, such as type/purpose of meeting, participant's role, how to plan/set up meetings, and communication techniques in meetings. Upon successful completion of this training, participants will be able to host and participate in meetings effectively.

Exceptional Customer Service - In this two-hour Special Interest class, participants will identify internal and external customers, define exceptional customer service, identify the most common barriers to providing high-quality customer service and demonstrate the techniques of providing exceptional customer service.

Financial Wellness - This course approaches the concept of financial wellness through the lens of personal responsibility and empowerment. Discussion explores the role that money plays in an individual's life,

emphasizes the importance of planning, and identifies productive financial behaviors. Participants will receive practical ideas that they can immediately apply to their financial life and learn basic strategies for maintaining long-term financial health.

Freedom of Information Act - This two-hour introductory course will give you a general understanding of the ins and outs of the Virginia Freedom of Information Act, and what it means to you as a city employee. Interactive discussion surrounds state code requirements, practical application of the FOIA code, and lots of Q & A.

Generation Diversity - This course focuses on the generational diversity in the workforce. The discussion explores challenges and opportunities that may stem from different values and beliefs. Each age group may present different contribution to the organization. Participants will be able to see these differences in a diverse working environment and develop strategies to enhance their interpersonal skills and collaborate with their team members.

Holiday Wellness - This course is designed to help individuals to approach holiday seasons with a positive attitude and realistic expectations. Discussion focuses on practical techniques that individuals can apply in the areas of mental, physical, and financial health to reduce stress and enhance enjoyment of special times of the year.

The 5 Dysfunctions of a Team - This course is based on the principles introduced in the popular leadership development book, of the same name, written by Patrick Lencioni. In this course you will learn how to take a team from stressed to truly cohesive. Participants will be introduced to the five dysfunctions found in many organizational teams, learn identifying traits of each dysfunction along with suggestions to overcome them.

Intro to Career Mapping - You are doing a great job, but still having difficulties in identifying a long term direction for what you do. Or, you feel that it is time to craft your own career course. What should you do and where should you start? This course will cover information that may be helpful in charting your journey. We will cover various career development/enhancement options including education and training, which will motivate employees to be career-minded working professionals who can deliver outstanding results in their job performance.

Intro to Negotiation - Negotiation skills are essential in daily interactions with others. It is an important part of creating value for the team and the organization. A person's success may depend on his/her personal skills as a negotiator, whether you are seeking resources for your team, managing time, enhancing working relationships. In this negotiation training, participants will gain insight of the negotiation process to help to build their own skills.

Intro to Project Management - This course provides a brief introduction to project management and the basic theories and best practices for managing projects to achieve a desired outcome. Participants will be able to explain what a project is, describe project management and the advantages of its application, discuss the project life cycle, and identify the essential skills and learned behavior of a successful project manager. Topics include planning your work, forming your team, the art of communication, performing and monitoring, and closing out and celebrating.

Interviewing Skills - This course helps position individuals for success with employment interviews. Discussion reviews how to prepare for an interview, explores various types of interviews, defines basic "dos and don'ts" when being interviewed, and offers guidance on what to do after an interview. Participants will learn strategies to effectively convey their strengths and project confidence when in an interview situation.

Managing Difficult Customers - Handling difficult customer situation can be stressful and demotivating for employees. This course covers how to identify, prevent, and resolve problems with difficult customers. Participants will be able to recognize the different types of difficult customers, proper responding methods, and gain confidence in various difficult customer situations.

Managing Job Stress - This course is designed to help individuals productively manage the many stressors faced in life. Discussion identifies common sources of stress, the physical, mental, and emotional manifestations of stress, and the danger of burnout. Participants will learn a three step strategy to respond to stress in healthy ways, and to reduce the occurrence and severity of future stressors.

Mattering - The concept of mattering is an important psychological and sociological component of the Emotional Intelligence (EQ). Upon successful completion of this course, participants will gain insights of this concept and be able to perform their job with a purpose driven mindset. Effective implementation of this concept may also help them to develop successful career, while contributing to organizational success.

Multicultural Customer Service - The main emphasis of Multicultural Customer Service is to recognize that customers' needs and expectations may differ across cultures. Providing exceptional service to all customers means adjusting the service delivery methods to accommodate individual customer's needs. It also means understanding the varied cultural backgrounds of customers goes beyond the race and gender.

Onboarding Strategy - High employee turnover can cost time, money, and productivity. If it is not properly managed, it can create a burnout effect to the workforce as well. Discussion in this class will help participants to identify some of the challenges associated with this issue. This workshop will also discuss working strategies, which will help participants to be onboard and contribute in developing a healthy organization.

Performance Strategies - This course explores the concept of a high-performing employee. Discussion identifies potential benefits of high performance, truths of high performance, and specific behaviors of high performers. Participants will have an opportunity to reflect upon their own professional effectiveness and set strategies for enhanced performance. Identify the different types and behaviors of employees (ordinary, good and great). Define performance strategies and how it relates to your work environment as a high performer. Evaluate these strategies in order to go from an ordinary employee to a great high performer. Recognize the obstacles and ways to overcome these challenges.

Purchasing 101 - This interactive two hour course will provide an overview of purchasing related policies and procedures that effect all City departments. The course will provide an overview of City of Newport News Purchasing Code, the requisitioning process, the five purchasing methods, differences between informal (small purchase) and formal purchasing procedures, establishing contracts for ongoing service needs, tips for writing good specifications, the purchasing card program and more.

P-Card Training - This interactive two hour course presents an overview of the City's Purchasing Card (P-Card) Program. The course will cover such areas as P-Card Policy and Procedures, guidance on how and when to use the P-Card, instruction on how and when to use the shopping exercise, and explain how to properly record and reconcile P-Card transactions using Works and the P-Card log. Special topics will include emergency purchases, reporting, transparency, and an overview of the Works system. The course is designed new and for existing Cardholders and Cardholder Managers.

Substance Abuse - This course examines substance abuse and chemical dependency issues. Discussion explores how a substance abuse problem develops and how it can impact one's professional and personal

relationships. Participants will learn how to recognize chemical dependency and the steps they should take to help themselves or to intervene with others who may have a substance problem.

Team Building - This 2-hour Special Interest course emphasizes the team building concept and how effective communication and winning attitude contributes to team success. Participants will learn to create synergy with their team mates by working together effectively in a diverse working environment to support the organizational mission objectives.

Time Management - This 2 hour introductory course provides practical strategies to encourage more effective use of one's time. Discussion reviews common pitfalls of inefficiency and helps employees identify their personal time wasters.

Trust - This course explores what trust means as a member of a work team. Discussion examines personal perceptions of trust and what happens to the team dynamic when trust is lacking. Participants will learn strategies for increasing their trustworthiness, fostering trust in their work relationships, and maintaining their trust in the organization during times of change and challenge.

Valuing Diversity - In this Special Interest class, participants will identify personal stereotypes, be introduced to the primary and secondary dimensions of diversity, and become familiar with the four cornerstones of diversity: knowledge, acceptance, understanding and behavior.

Workplace Engagement and Relationships - This course shows how workplace engagement can be a powerful factor in business success. Participants will discuss how engaged employees build better interpersonal relationships and are more driven with their performance, accomplishments, and continuous improvement all year long.

Workplace Etiquette - This course reviews basic etiquette when working in a professional environment. Discussion reviews the impact of impolite behavior on an employee's job satisfaction and productivity, and identifies specific behaviors in a workplace that are often considered problematic. Participants will reflect upon their own behavior, learn ways to break "bad habits," and will receive guidance on creating a more harmonious work environment.

Workplace Humor - This course explores the role of humor in the workplace and highlights its effectiveness as a tool to diffuse stress and build relationships. Discussion reviews appropriate and inappropriate humor, and how to balance levity with professionalism. Participants will learn specific strategies to incorporate humor productively in their everyday work interactions.

Workplace Violence - This course defines violence as a behavior, not a personality trait and provides examples of the different types of workplace violence. The course will explore the rationalization process that leads people to commit to violence, including the stages that lead to targeted violence in the workplace. Most importantly, the course will provide valuable information for participants to recognize the warning indicators of workplace violence and offer tips for surviving such events. Don't miss this personal safety course that just might save your life.